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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Application Number	09/~~650,291~~ 988,291
Filing Date	November 19, 2001
First Named Inventor	Michael ROTHMAN et al.
Art Unit	3624
Examiner Name	G. Akers
Attorney Docket Number	47004.000180

Sheet 1 of 1

U.S. PATENT DOCUMENTS

*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear

FOREIGN PATENT DOCUMENTS

*Examiner Initial	Cite No.	FOREIGN PATENT DOCUMENT Country Code:	Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	TRANSLATION YES	TRANSLATION NO
GA	1.	EP	0 559 313 A1	09-08-1993	Bruce			

NON-PATENT LITERATURE DOCUMENTS

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION YES	TRANSLATION NO
GA	2.	CRAIG STEDMAN, Computerworld, Vol. 32, No. 16, pp. 20, April 20, 1998, "Utilities, telcos seek marketing edge, Abstract		
GA	3.	The Customer Interaction Specialist, SalesForce Automation/Customer Relationship Management, Computer Telephony Solutions, printed 5/25/1999, 2 pages		

EXAMINER SIGNATURE GA DATE CONSIDERED 10/15/04

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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